RFP-10-43
Question/Inquiry Responses
March 31, 2010

Q1. How many staff (FTE) currently support the application\environment?

A1. Twelve.

Q2. What are the roles for those currently supporting the application\environment?

A2. Senior Developers, Mid-level Developers, Business Analysts, Quality Analysts, Technical Writer (training materials, system doc, user guides), DataBase Administrator, Configuration Manager, Program/Project Manager. Note: some resources fulfill more than one role.

Q3. Delivery dates for (or sequencing of) the enhancements do not appear in the RFP (for both internal and federal\state mandated). Do they exist or have they been established?

A3. No.

Q4. Will vendors be bidding on hardware, facilities, etc. in addition to application enhancement and support?

A4. No, not for system infrastructure. A possible exception would be hardware, facilities, etc. to be allocated to the contractor staff.

Q5. How many users does the current application support?

A5. Approximately 300.

Q6. Are user usage and load metrics available?

A6. Yes. With the IRIS modules and user-base utilizing a Citrix Farm environment, the Citrix Metaframe tools can provide metrics on user login times, IRIS module usage, and in the event of a performance issue, trace to view CPU utilization for a given user.

Q7. What is the distribution of application usage by user role during workday hours?

A7. During each work day, 80% of the user base uses the IRIS case management system while the remaining 20% performs reporting functions using the IRIS reporting module. All user roles utilize both modules (counselors, clericals, supervisors, and managers). Administrative modules (to control security and vendor records) have significantly less utilization.

Q8. Does architecture\design documentation exist for the application? If so, are they available for use in this process?

A8. The infrastructure is maintained by IOT. Current architectural information may be available from IOT. Original design documentation for the application does exist in the form of a Requirements Specification Document, but does not reflect the current state of the application.

Q9. Does requirements documentation exist for the application? If so, are they available for use in this process?

A9. See A8.

Q10. Does infrastructure documentation exist for the application? If so, are they available for use in this process?

A10. See Attachment E of the RFP for operating system information. The application runs on Citrix servers. The database is on a SQL cluster. Users connect on the WAN via desktop or use wireless connectivity via laptop.

Q11. Does application installation\migration documentation exit? If so, are they available for use in this process?

A11. A limited amount of documentation for installation of the IRIS system (in addition to deployment methodologies) does exist. This documentation will be made available to the selected vendor.

Q12. What features (or capabilities) in OnBase are currently being used outside of document storage and API?

A12.

- Document Imaging
- Scan queues
- DIP process (Document Import processor)
- OnBase Configuration Module
- OnBase Thick Client (all features provided by the thick client)
- OnBase Thin Client (all features provided by thin client)
- Document Retrieval using Keywords, Custom Queries, SOA controls
- Add Notes feature with various options like highlight, ellipse etc.
- Redaction feature
- Modify Keywords
- Keyword Update Utility
- Security Keywords
- Autofill Keywordset
- Re-Indexing of documents
- Image Cross-References

- Web Services provided by OnBase architecture
- Diagnostics Console

Q13. Do all standard reports currently exist, or will the vendor be implementing new standard reports?

A13. Standard reports do currently exist, but the vendor will need to implement new reports or modify existing reports as needed per changing business needs/requirements.

Q14. Do all mandated federal reports currently exist, or will the vendor be implementing new reports?

A14. All federal reports listed in Attachment D, 1.C) currently exist.

Q15. What federally mandated requirements are expected to be implemented over the next 2 years?

A15. Edit requirements for the RSA911 report data elements are subject to change each year per the federal RSA. These requirements sometimes lead to IRIS system modifications and/or data scrub prior to the next year's report. In addition, the agency must respond as needed to RSA audit or other data requests. Several responses to federal audit recommendations will be implemented over the next 2 years.

Q16. Are all integrations with external systems of a batch nature or are there any real-time integrations required?

A16. See Attachment E, 8) B).

Q17. Does FSSA IT governance process documentation exist? If so, are they available for use in this process?

A17. FSSA IT Governance documentation is being developed, documents will be available for use once they are approved.

Q18. How many OnBase (a) certified administrators and (b) OnBase API developers are currently involved in the support of OnBase?

A18. Two certified administrators and two OnBase API developers.

Q19. Are IOT security requirements available?

A19. Yes. State Security Policy can be found at the following website: http://www.in.gov/iot/2339.htm. Copies of individual practices can be provided on request.

Q20. Are IOT security requirements currently supported or will vendor be required to make additional changes to conform to the IOT policies?

A20. IOT sets security policy for all executive branch agencies.

Q21. Do business processes include the bulk scanning of documents? If so, how many documents per year and how many document types?

A21. No.

Q22. Are detailed requirements relating to sub items under Section 1.B Attachment D available?

A22. No. The vendor will be expected to perform business analyses to gather detailed requirements.

Q23. How many lines of code are currently written in the following languages: C#, Pearl, VB.NET, VB6?

A23. The source code counts are as follows:

Visual Basic / .NET source code modules

1,109 Source Code File Modules containing 452,744 lines of manageable code

Database objects

2,963 database object file modules (Stored procedures, table scripts, etc.) containing 267,694 lines of manageable code

PERL

Approximately 1000 lines of manageable code

In Total, as of April 2010: 721,438 lines of manageable source code pertaining to the IRIS system.

Q24. What percentage of the application's business logic resides in the User Interface as opposed to middle tier DLL's?

A24. At current, within the core IRIS case management system, approximately 70% of the application business logic resides within the User Interface while the remaining 30% has been divided into reusable objects and database business rules. The extended functionality of the .NET modules have reversed these numbers, placing 70% of the business logic within the middle tier (reusing the database business logic within existing stored procedures) with the User Interface having 30% of the business logic.

Q25. How many total users access the system? How many concurrently?

A25. There are approximately 300 total users, with approximately 230 concurrent users.

Q26. What company implemented the current IRIS System?

A26. SoftwareAG.

Q27. Will questions presented and answered at the pre-proposal meeting be posted on the website afterwards?

A27. Only questions that have been submitted in writing during the question/inquiry period will be posted to the IDOA website.

Q28. The RFP indicates that BRS will maintain the existing case management and management reporting system (IRIS). Are you seeking programming services to modify IRIS & its functionality?

A28. Yes, for maintenance and support as well as enhancements

Q29. Is the State interested in replacing the system for more functionality?

A29. No.

Q30. Is there a need or desire as part of the functionality to integrate the billing functions and/or quality components? This was not mentioned in the RFP.

A30. No.

Q31. Within the Division of Disability & Rehabilitation Services (DDRS), how many clinical staff do you estimate will need access to the system at any point?

A31. There are approximately 300 IRIS users.

Q32. Within the Division of Disability & Rehabilitation Services (DDRS), how many clinical staff do you estimate will using the system at the same time (e.g. concurrent users)?

A32. Of the IRIS users, approximately 230 are concurrently active.

Q33. Are there to integrate medical care documentation/treatment or pharmacy information on clients in the case management system?

A33. Some medical information is included in case files, particularly diagnostic information. This information will generally be stored in the form of imaged documents.

Q34. Attachment D, 3rd paragraph, last sentence states, "Additionally, the selected vendor can purchase these software licenses at a discounted state rate, but they will be titled to the State." Does the State expect the offeror to purchase the rational licenses and if so how many?

A34. Yes, the State's expectation is for the offeror to purchase the Rational licenses. The purchases of the Rational licenses is directly dependent on the number of users.

Q35. Will the vendor be responsible for implementing the Rational Tool Suite and administering the tool?

A35. No, implementation and administration is provided by the State.

Q36. Attachment D, Section 1Aiv."The offeror will create a daily back-up of the database. All service packs, patches and hot fixes shall be furnished to the state throughout the term of this contract at no additional cost to the state and must be tested prior to installation on the production server. These installations and backups must follow the standards set by IOT and shall be scheduled in conjunction with IOT maintenance windows."

a. Should this be in addition to the backups performed by IOT or is this responsibility shifting from IOT to offeror?
b. Does this include operating system software usually applied only by IOT or does this apply only to application specific software?
c. Are the IOT standards and maintenance windows available for offeror review?

A36. a. IOT will complete the nightly back up of the databases and transaction log backups during the day if needed.
b. This is in conjunction with the operating system software.
c. Our standard maintenance window is Sundays from 6-10am. Our standards are based on Microsoft best practices.

Q37. Attachment D, Section 1Aviii. "The selected vendor will follow the directives of this board for all change requests."

a. Is the CRB a new initiative for FSSA? If yes, please explain.
b. If the servers must be hosted at IOT, then what set up and maintenance duties will IOT perform and which will the vendor be responsible for? Who will be responsible for paying for IOT Services?
c. Attachment D, Section 1Avii. "Proper approval methods, including electronic signatures, must be maintained as well as electronic notifications." Is this via digital or written electronic signature?

A37. a. Yes, this is a new initiative for FSSA. The CRB was as part of FSSA Governance initiative.
b. The State will manage and maintain the servers and environment. The offeror

is not responsible for the cost of these services.

c. IT Governance requires the use of Clear Quest which utilizes electronic notification only.

Q38. What are the resources and their roles for the current staff? [Ref: App D, 1) A) i.]

A38. See A1 and A2 for I.T. resources/roles. User roles include: clerical, counselor, supervisor and manager.

Q39. Will the State provide any hardware to meet requirements, or should this be part of the quote? [Ref: App D, 1) B)]

A39. The State provides/supports infrastructure hardware for application and database servers as well as user equipment (desktops/laptops, etc.) and field office servers. There is a possible exception for equipment to be used by contractor staff.

Q40. Can some development/support work be done off-shore? [Ref: App D, 1) B)]

A40. Businesses must be registered with the State of Indiana, Secretary of State and IDOA. See RFP 10-43 for more details.

Q41. Will The State provide a work support center or can all support be accomplished off-site? Can some work be accomplished off-site? [Ref: App D, 1) A)]

A41. Currently the State provides limited space for contractors. Yes, some work can be accomplished off-site.

Q42. What is the existing DR solution? What is the scope of DR responsibilities between BRS and IOT? [Ref: App D, 1) A) vi]

A42. BRS DR is supported by IOT. IOT provides off-site backups at 30 days, quarterly and yearly in addition to on-site regularly scheduled backups.

Q43. Given the financial transactions involved, are there regulatory requirements for administration of the application (e.g., Sarbanes Oxley or State régulations)? [Ref: App D]

A43. No, Sarbanes Oxley does not apply to this application. The application does need to adhere to RSA federal requirements for reports RSA911 and RSA113.

Q44. Is there the requirement that we use existing client interfaces to use Rational as the CM system for the project, or is there another form of implementation required? [Ref: App D]

A44. The offeror will be expected to use the existing Clear Quest interface on the State network. The offeror will be expected to implement any client interfaces necessary to establish connectivity with the State network.

Q45. Does BRS/FSSA/State have floating licenses that we can use for the project at no cost? [Ref: App D]

A45. Currently there are no floating licenses available by the State.

Q46. Can you provide us, via Q&A, with a chart of defect trends from ClearQuest representing the past year's defect submissions? [Ref: App D, 1) A) ii]

A46. No. ClearQuest was not used this past year to track defect submissions.

Q47. Is there a backup solution in place now or is a new solution required for this project? [Ref: App D, 1) A) iv]

A47. Yes. IOT performs regularly scheduled backups as well as off-site DR backups.

Q48. Will the hardware for the test environment be provided? [Ref: App D, 1) A) iv]

A48. Yes, test servers will be provided.

Q49. Where can these State security standards defined by IOT and FTS be found? Are they accessible on a website for review? [Ref: App D, 1) A) v]

A49. These standards are available on IN.GOV under IOT, in the Security section under the Security Framework.

Q50. Can CQ about the past year's feature requests be provided concerning changes identified by the RSA to meet new requirements for existing programs? [Ref: App D, B) ii. a.]14

A50. ClearQuest has not been utilized previously for this applicataion and therefore, no ClearQuest info is available

Q51. Has a vendor been selected for the document imaging system? If so, which vendor and is there an implementation schedule [Ref: App D, 1) B) ii. b. 3.]

A51. Yes, the document imaging system is OnBase. Hyland is the OnBase vendor. The system has been implemented.

Q52. Is the customer satisfaction survey tracking (gathering, recording, editing and reporting customer satisfaction data) an existing Citrix system or for the new web-based development effort? Is the performance of conducting customer satisfaction surveys is expected in this project? [Ref: App D, 1) B) ii. b. 4.]

A52. No, customer satisfaction survey tracking is not a Citrix system, nor is it included in the web-based development effort. It is a stand beside system with the IRIS application.

Q53. Are APIs available to view data on the BDDS system? [Ref: App D, 1) B) ii. b. 6.]

A53. No. A SQL Server view for limited data is available.

Q54. Are APIs available to streamline the other cited BDDS processes? [Ref: App D, 1) B) ii. b. 7.]

A54. No.

Q55. Are APIs available for integration of Vocational Rehabilitation Appeals data collection and reporting ? [Ref: App D, 1) B) ii. b. 9.]

A55. No. Appeals data collection and reporting is a stand-alone system which is to be integrated with the IRIS application.

Q56. Can we have access to the list of the 18 sub-projects and/or the audit findings report?. [Ref: App D, 1) B) ii. b. 10.]

A56. Yes. The audit findings are posted on the following website:
http://www.ed.gov/rschstat/eval/rehab/107-reports/2009/index.html

Q57. What current security measures exist for existing dB? Is it SOX complaint?

A57. Current security measures are SQL server and Windows authentication mode. It is not SOX compliant.

Q58. Have requirements or scope been defined or will it be part of this proposal for the implementation of a State wide job matching system? [Ref: App D, 1) B) ii. b. 12.]

A58. Business analysis and detailed requirements/scope definition will be part of the proposal.

Q59. Have requirements or scope been defined for converting IRIS from a Citrix-based application to a web based application? Is the current system source code going to be made available ? [Ref: App D, 1) B) ii. b. 13.]

A59. Business analysis and detailed requirements/scope definition will be part of the proposal. The current source code will be made available to the selected vendor.

Q60. What is the volume of calls to the Help Desk and what is the proportion of technical to function issues asked? [Ref: App D, 1) A) i.]

A60. Approximately 165-200 per month (includes calls and emails). Proportionately, approximately 65% are functional/business-related in nature and 35% are assigned as technical issues/questions or suggestions.

Q61. Can a list be provided of travel outside of Marion County for meetings in the past two years? [Ref: App D, 1) D) iii.]

A61. Approximately 14 meetings a year are held outside of Marion County. Some of these require overnight accommodations. This can fluctuate, particularly if a series of on-site training sessions are required. Some travel simply consists of travel to and from a non-Marion County meeting location. State travel expense reimbursement limits will apply.

Q62. Can DDRS OR IOT provide RTO and RPO requirements for Backup and Restore?

A62. IOT provides RTO and RPO requirements for backup and restore. If the database is set to simple recovery, we can restore from a nightly backup. If the database is set to full recovery, we can restore to a closer point in time if needed. Our full database backups and transaction log backups are typically backed up to disk then backed up to tape so we have redundancy and the ability to retrieve older backups from tape if needed.

Q63. Does DDRS OR IOT have an existing Disaster Recovery site or solution? If yes, please provide details.

A63. IOT has an established disaster recovery site through an agreement with Indiana University. Individual agencies are responsible for ensuring that systems are appropriately classified for disaster recovery based on how critical those systems are. Systems that need to be recovered immediately have hardware at the disaster recovery site.

Q64. Can DDRS OR IOT provide RTO and RPO requirements for Disaster Recovery?

A64. Yes. Information regarding disaster recovery is available on the following website: http://www.in.gov/iot/2336.htm

Based on the classification of the system recovery times are as follows:

Critical recovery of Windows and UNIX systems

Systems designated as Critical are recoverable in less than 6 hours. To restore services within this timeframe requires processing capabilities in place and operationally ready at the disaster recovery data center. In addition, data must be replicated from the primary production environment to the disaster environment.

Necessary recovery of Windows and UNIX systems

Systems designated as Necessary are recoverable within 7 days. To restore services within this timeframe requires ready space, power, and networking capabilities. No processing capability is purchased until a disaster condition exists. IOT has arranged with its server provider to rush deliver needed servers within 3 to 4 business days in the event of a disaster. At that time, tapes would be taken from the state's secure off-site vault to the disaster facility and restored.

Mainframe recovery

IOT has installed a second mainframe computer in the disaster recovery facility. As a result, all IOT mainframe systems are recoverable within 6 hours. DR costs are built into current mainframe rates.

File and Print recovery

File and print services provided by IOT include home and shared drives typically used to store Word and Excel documents. These files will be recovered within the Necessary (7 days or less) system timeframe. This cost of this capability is built into SEAT with no additional DR fee applicable.

Email recovery

Email will be recovered in Critical system timeframes.

Q65. Does DDRS OR IOT have current antivirus and patch management tools in place? If yes, please provide details.

A65. Our standard configuration is to use McAfee for antivirus. We use a combination of Microsoft WSUS and manual process for patching.

Q66. Can DDRS OR IOT provide the number of users defined in Active Directory for this application ?

A66. There are approximately 300 users.

Q67. Is it the expectation that resources would be located onsite to provide support? Are there provisions for remote support? If yes, please provide details.

A67. Yes, particularly as needed for meeting attendance.

Q68. Does DDRS OR IOT have SLAs in place today internally or with any existing vendor?

A68. Yes. Active contracts can be viewed at the State of Indiana IDOA website: http://www.in.gov/idoa/2448.htm

Q69. What are the expected or most favored service levels for production environments?

A69. See Attachment D for service level expectations.

Q70. What is the location of the current datacenter? Does DDRS OR IOT wish to continue hosting infrastructure itself or is there interest in outsourced hosting and/or cloud computing?

A70. IOT, Indianapolis Government Center North. IOT will continue to host the infrastructure.

Q71. What is your current volume of help desk tickets related to these technologies? Please quantify tickets/day, tickets/week, tickets/month whatever is most appropriate.

A71. See A60.

Q72. Please provide additional detail on DB Server topology and current capacity (inventory of databases, volume of data).

A72. IRIS uses only one production database. It resides on a Microsoft Windows NT 5.2 (3790) clustered server, having 8 AMD 64 processors with memory 32763 MB. The shared server hosts approximately 70 databases, with total 350 GB data file volume. IrisProd database contributes to about 63 GB. IRISTraining and IRISTest databases also exist.

Q73. Are there any HA mechanisms currently employed for DB? If yes, please provide detail (e.g., clustering, mirroring, log shipping).

A73. Mirroring and log shipping are not used. High availability clustering is used.

Q74. Please provide additional detail on IRIS topology and current and planned capacity (number of sites, volume of content, number of content databases, information on customizations or custom developed applications).

A74. Please see A8, A10 and Attachment E. Current capacity includes 26 sites. See A72 for database number and volume.

Q75. Please provide additional detail on IIS platform (number of sites, analytic information).

A75. There is currently no IIS platform in use for IRIS. Web-based applications (and infrastructure) are not yet implemented. The selected vendor will be expected to collaborate in the design of the IIS platform with IOT.

Q76. Please provide inventory of custom-developed application software source code repository and source code management.

A76. Access to the source code will be made available to the selected vendor.

Q77. Please describe the current state of documentation for custom-developed application software.

A77. Limited documentation is available for various aspects of the application.

Q78. Does DDRS OR IOT have a stance on server virtualization? Does DDRS OR IOT have a preference on server virtualization technologies?

A78. For SQL server we typically only virtualize QA/Dev SQL servers or small load dedicated SQL servers. The majority of the time we recommend physical servers for SQL.

Q79. Does DDRS OR IOT have any desire for ongoing technical training for end users or IT staff?

A79. Yes.